

IPPC E-commerce Phytosanitary Risk Management Study

Glossary

This glossary provides definitions and examples of key terms used throughout the survey.

Apart from the definitions taken from International Standards for Phytosanitary Measures (ISPM 5), the definitions included in the glossary are specific to this survey.

Whenever a term defined in the glossary appears in the survey, it will be underlined.

E-commerce: the sale, trade or gifting of goods or services between businesses, households, individuals, governments, and other public or private organisations conducted over the internet. For this survey, e-commerce is considered to include those transactions conducted over the internet that result in the movement of physical goods packaged and shipped individually as small parcels across one or more international borders via postal or courier carriers.

Electronic Advance Data (EAD): Even if the relevant government agency (e.g., Customs) has not established a single window system, it can still require the receipt of EAD. Key benefits of EAD include pre-arrival risk assessment, improved security, and expedited clearance processes. Examples include the Automated System for Customs Data Management (ASYCUDA) developed by UNCTAD. It is best practice for NPPOs to have access to this advanced information to assess pest risk and take appropriate phytosanitary actions.

National Single Window System (NSW): Under the WTO's Trade Facilitation Agreement (TFA), all members are encouraged to establish an NSW. This IT system provides a one-stop shop for submitting all paperwork all traders need when importing or exporting goods. Through a single online portal, the system automatically shares information with all necessary government agencies, enabling the tracking of paperwork status. NPPOs should be among the government entities that automatically receive information through this system.

Non-regulatory framework: Documents not backed by the law, developed to control how activities operate, ensuring they are safe, fair, and efficient. Examples include guidelines, policies, and standard operating procedures.

Plants: Living plants and parts thereof, including seeds and germplasm (ISPM 5)

Plant Products: Unmanufactured material of plant origin (including grain) and those manufactured products that, by their nature or that of their processing, may create a risk for the introduction and spread of pests. (ISPM5)

Postal Services: Postal services are public or private organizations that manage the collection, transportation, and delivery of mail and parcels across local, national, and international networks. They offer a range of delivery options, including standard, priority, and express services, with fixed pricing based on weight and destination. Postal services typically provide extensive networks of post offices and drop-off points, ensuring broad accessibility and cost-effective delivery solutions for letters, packages, and other mail items. Examples include Royal Mail (UK), South African Post Office, Japan Post, Correos de Mexico, United Postal Services (USA), and Australia Post.

Other courier services: Includes couriers and private shipping agents.

- **Courier:** Specialized delivery companies that provide fast and secure transportation of parcels, emphasizing speed, reliability, and personalized service. They offer expedited delivery options such as same-day, next-day, or time-definite deliveries, catering to urgent and high-value shipments. Couriers often provide additional features like real-time tracking, delivery confirmation, and customized handling. Unlike postal services, couriers focus on flexibility, tailored solutions, and expedited services for businesses and individuals. Examples include DHL (Germany), FedEx (USA), Aramex (Dubai), CourierIT (South Africa), and Blue Dart (India).
- **Private shipping agents:** Independent companies that facilitate the transportation of goods. They handle logistics, documentation, coordination with carriers, and compliance with shipping regulations. Services include freight forwarding, customs brokerage, warehousing, and cargo insurance, optimizing the movement of goods for their clients.

Regulated article: Any plant, plant product, storage place, packaging, conveyance, container, soil, and any other organism, object, or material capable of harboring or spreading pests, deemed to require phytosanitary measures, particularly where international transportation is involved. (ISPM 5)

Regulatory framework: A set of laws and regulations, along with guidelines and policies (backed by law) that control how activities operate, ensuring they are safe, fair, and efficient.

Parcels are individually labeled packages typically less than 30 kg in and moved by small package shipping carriers such as postal or courier services. Parcel shipping typically involves sending separate packages individually to each customer's address. Parcels must be small enough to fit the sorting machines and light enough to be safely lifted and delivered. This contrasts with freight shipping, where a collection of goods or packages is shipped by pallet, container, or truckload as a group and is usually destined to a warehouse or a business rather than directly to individual consumers.